

EXPRESS MAIL NO. EL029404315US

**DECLARATION AND POWER OF ATTORNEY FOR PATENT
APPLICATION**Attorney Docket No. 01-4006

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name,

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**APPARATUS AND METHOD FOR LOGGING EVENTS THAT
OCCUR WHEN INTERACTING WITH AN AUTOMATED
CALL CENTER SYSTEM**

the specification of which (check one) ☒ [X] is attached hereto. ☐ [] was filed on
as Appln. Serial No. _____ and was amended on
(if applicable). I hereby state that I have reviewed and understand the contents of the above identified
specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application
in accordance with Title 37, Code of Federal Regulations, Section 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, Section 119 of any foreign
application(s) for patent or inventor's certificate listed below and have also identified any foreign
application for patent or inventor's certificate having a filing date before that of the application on
which priority is claimed:

Prior Foreign Application(s)

Priority Claimed

(Number)

(Country)

(Day/Month/Year filed)

☐ Yes ☐ No

I hereby claim the benefit under Title 35, United States Code, 119(e) of any United States provisional
applications(s) listed below.

60/273,710

(Application Number)

3/5/01

(Filing Date)

60/276,266

(Application Number)

3/15/01

(Filing Date)

I hereby claim the benefit under Title 35, United States Code, Section 120 of any United States
application(s) listed below and insofar as the subject matter of each of the claims of this application is
not disclosed in the prior United States application in the manner provided by the first paragraph of Title
35, United States Code, Section 112, I acknowledge the duty to disclose material information as defined
in Title 37, Code of Federal Regulations, Section 1.56 which occurred between the filing date of the
prior application and the national or PCT international filing date for this application:

(Appln. Serial No.)

(Filing Date)

(Status--patented, pending, abandoned)

Attorney Docket No. 01-4006

I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith:

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF SOLE OR FIRST INVENTOR Patrick Peterson

Inventor's signature Pat Peterson Date 2/20/2002

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